



UTILIZATION MANAGEMENT SUPERVISOR – CONCURRENT REVIEW (RN)

Position Status:	Exempt
Reports To:	Utilization Management and Complex Case Management Manager (RN)
Effective Date:	01/31/14
Revised Date:	01/21/20
Job Level:	M1

POSITION SUMMARY

Under general direction, this position:

1. Supervises the Concurrent Review function, acts as a subject matter expert and provides guidance on Concurrent Review processes and functions
2. Supervises, trains and mentors assigned staff
3. Performs duties as a UM Concurrent Review Nurse, as needed
4. Performs other duties as assigned

RESPONSIBILITIES

1. Supervises the Concurrent Review function, acts as a subject matter expert and provides guidance on Concurrent Review processes and functions, with duties including but not limited to:
 - Coordinating and implementing effective and efficient Utilization Management (UM) processes which include UM Concurrent Review and Skilled Nursing Facility (SNF) Programs
 - Developing and implementing projects, systems, programs, policies and procedures
 - Ensuring that Milliman Care Guidelines (MCG) or other criteria adopted by the Alliance are appropriately applied to inpatient reviews
 - Ensuring that staff maintain current knowledge of MCG or other criteria adopted by the health plan
 - Maintaining current knowledge of benefits and benefit changes in all Alliance lines of business and ensuring that UM Concurrent Review staff remain aware of the varying benefits applied to different lines of business
 - Investigating and following up on complaints, grievances and quality issues related to UM processes
 - Educating providers, in conjunction with Alliance staff, regarding the Alliance's SNF Program
 - Working with Concurrent Review RN staff to ensure training binder is updated with current processes for new team members
 - Assists UM and Complex Case Management Manager – Concurrent Review and UM and Complex Case Management Director in preparation for audits and other regulatory activities
2. Supervises, trains and mentors assigned staff, with duties including but not limited to:
 - Supervising, setting goals and objectives, delegating and assigning work
 - Providing mentoring, coaching and development and growth opportunities to assigned staff
 - In conjunction with the UM and Complex Case Management Manager – Concurrent Review and UM and Complex Case Management Director, interviewing and participating in the selection of staff
 - Evaluating employee performance, providing feedback to staff, and coaching and counseling or disciplining staff when performance issues arise
 - Orienting staff to the Concurrent Review Unit

- Conducting training related to Concurrent Review Unit functions for all Alliance staff, including the development and maintenance of training materials, in conjunction with the Training and Development team
 - Identifying training gaps and opportunities for improved performance
 - May oversee staff in multiple office locations and/or telecommute settings
3. Performs duties as a UM Concurrent Review Nurse, as needed, with duties including but not limited to:
- Providing UM Concurrent Review coverage, as needed
 - Reviewing concurrent and post reviews for inpatient acute care, skilled and long-term care facilities in a timely manner
 - Reviewing authorizations with Medical Director
 - Preparing Notices of Determination, meeting contractual deadlines as determined by either Department of Health Care Services (DHCS) or Department of Managed Health Care (DMHC)
 - Maintaining and applying current and thorough knowledge of MCG to the evaluation of cases
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Current unrestricted license as a Registered Nurse issued by the State of California
- Associate's degree in Nursing and a minimum of five years of clinical nursing experience which included at least one year of Utilization Management experience and some supervisory or team lead experience years (or a Bachelor's degree and a minimum of two years); or a combination of education and relevant work experience may be qualifying

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of the principles and practices of clinical nursing
- Working knowledge of the principles and practices of UM
- Working knowledge of the basic principles and practices of supervision and training
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows-based PC systems and Microsoft Word, Excel, Outlook and database software
- Some knowledge of MCG
- Some knowledge of and proficiency in research, analysis and reporting methods
- Some knowledge of the principles and practices of program and project management
- Some knowledge of Medi-Cal and related policy and Title 22 regulations
- Ability to evaluate medical records and other health care data
- Ability to train, mentor, supervise and evaluate the work of staff, promote an atmosphere of teamwork and cooperation, and motivate staff to achieve goals and objectives
- Ability to plan, organize and prioritize the work of others, delegate effectively, coordinate activities and projects, follow up on work assignments and adhere to timelines
- Ability to act as a technical resource and explain regulations, processes and programs related to area of assignment
- Ability to develop work plans and workflows and organize and prioritize Concurrent Review program activities
- Ability to exercise good judgment and tact in relating to contracting health care providers and beneficiaries

- Ability to give clear direction and sequence information verbally
- Ability to provide leadership, facilitate meetings and guide employees in the resolution of issues

DESIRABLE QUALIFICATIONS

- Work experience in a managed care environment
- Work experience in health care quality improvement and/or clinical research
- Some knowledge of healthcare regulatory processes
- Some knowledge of State and Federal legislative processes

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The Alliance reserves the right to revise this job description at any time.